



MEMORANDUM

TO: Agency CIOs Using BASF Tape Cartridges at the BCCS Central Computer Facility (CCF)

FROM: Janice Albert, Bureau of Communication and Computer Services (BCCS), Enterprise Operations Services, Library Services Manager

DATE: November 14, 2007

SUBJECT: Replacement of BASF tape cartridges

I am requesting your assistance in addressing an issue that is impacting the level of service you receive from BCCS. Specifically, we need your help to resolve operational problems related to the defective BASF tape cartridges that are currently in use at the BCCS's CCF. All tape cartridges over ten years of age start degrading and are not considered reliable for retrieval of information and should be physically replaced but the defective BASF cartridges will also leave a residue on the tape drives that increases incidence of error messages that interfere with the normal processing of agency production work. These problems can result in delays in normal job completion that can negatively impact agency business processes.

We would like to work with you to eliminate the use of these tape cartridges in order to improve your production performance. Attached to this memo is a list of defective tape cartridges belonging to your agency. **Beginning November 28, 2007 we will be requiring your staff to replace existing Job Control (JCL) parameters in order to call for the mounting of a tape cartridge with the following command:**

UNIT=MCART1

After November 28, any job requesting a BASF cartridge inside the Library Storage Managers (LSMs) will be canceled with an error message of "DEFECTIVE BASF CART". Thus, implementing this JCL change in your applications will help ensure that your job will run without cancellation. Coding UNIT=MCART1 will direct the mounts to four (4) external manual drives which are dedicated for copying these tape cartridges to another tape cartridge. The four drives will be serviced more frequently to lessen possible problems and are available now for use.


The attached list also includes tape at the vault and those of the Governor's Mandate of 2006 that are defective BASF. It will be the agencies' responsibility to

inform the BCCS Tape Library to either physically replace the tape (retaining volume serial number if desired) and/or having the defective tape cartridge degaussed and destroyed. If you have a complete series of cartridge numbers removed permanently from the Tape Management Catalog then the agency will no longer be charged.

In order to address this service performance issue, we ask that you and your staff consider this a priority in getting these tape cartridges replaced as soon as possible. My staff and I are available to assist in this effort. **Any defective BASF tape cartridges remaining at CMS after March 1, 2008 will be returned to the respective agency and will no longer be accepted.**

Thank you for your assistance in this matter. Questions regarding details of this effort can be directed to:

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